Need your Blue Shield member ID card right away?

Here's what to do

1. Call Customer Service

Call us at **(800) 642-6155**, 7 a.m. to 7 p.m. PST, Monday through Friday. Let the Customer Service representative know you do not have a member ID card and would like your Blue Shield Subscriber/Member ID number. The representative will ask you to verify:

• Social Security number of the main subscriber

• The name and date of birth of the main subscriber

• Your mailing address

With that information, the Customer Service representative will be able to give you your Blue Shield Subscriber/Member ID number (including the alpha prefix) and group number. You'll need your Subscriber/Member ID number to get your ID card from the website.

2. Register and log on to blueshieldca.com

To register, just follow these steps:

• Go to **blueshieldca.com**. Click on the *Register Now* link.

• Fill out the form. Follow the directions on the screen. Enter in your Subscriber/Member ID number and your date of birth. Then create your own user name and password.

3. Print a temporary ID card

Once you have registered and logged on, you can print a temporary ID card or order a new ID card and have it mailed to you. Temporary cards are identical to permanent ID cards, the only difference is the card stock they are printed on. You can print a temporary card at any time.

• Click on *My Health Plan*

• Click on *Print Blue Shield ID Cards (temporary)*

We're here to help

If you have any questions, simply contact your dedicated Blue Shield Member Services team at **(800) 642-6155** or TTY **(866) 216-9926** for personal assistance. They are available from 7 a.m. to 7 p.m., Monday through Friday. For more information, visit the County of San Bernardino Employee Benefits and Services Division (EBSD) website at www.mybenefitsatwork.com or www.sbcounty.gov/hr/Default.aspx.

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blueshieldca.com